



STATE BOARD OF EQUALIZATION

BUSINESS TAXES REPRESENTATIVE

EXAM CODE: 4EQBT

Open - Statewide - Continuous

California State Government provides equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

FILING AND PROCESSING INFORMATION

THIS IS A NEW BULLETIN. IT CANCELS AND SUPERSEDES THE FORMER BULLETIN DATED SEPTEMBER, 2000.

CONTINUOUS FILING AND TESTING

This test is administered by the Board of Equalization on an open continuous filing statewide basis. Applications will not be accepted on a promotional basis. Applicants who meet the minimum qualifications may apply for, and take this examination at any time.

MEETING THE MINIMUM QUALIFICATIONS TO COMPETE IN THE BUSINESS TAXES REPRESENTATIVE EXAMINATION DOES NOT ASSURE PLACEMENT ON THE ELIGIBLE LIST. COMPETITORS MUST SUCCESSFULLY PASS THE EXAMINATION.

Internet testing will be processed weekly. Hard copy application/questionnaires will be manually processed four times a year: January 31; April 30; June 30; and October 31; or as the needs of the department warrant. All application/questionnaires received after a processing date will be held for the next processing period.

NOTE: This is a HIGHLY COMPETITIVE PROCESS. It is anticipated that more than 1,000 individuals will apply for this examination due to the continuous availability of the examination on the Internet. The Board of Equalization may hire approximately 50-75 Business Taxes Representatives annually. Those individuals who have the greatest breadth and depth of education and experience will achieve the highest scores and will be placed on the eligible list.

HOW TO APPLY

The application and examination for the Business Taxes Representative classification is administered on the Internet. Candidates who do not have Internet access, may contact the Board of Equalization, Examination Section at (916) 322-0823, and request a hard copy of the application/questionnaire (Form BTR 06/00) be sent to them for completion. A hard copy may also be obtained at the Board of Equalization, 450 N Street, Sacramento, California, 95814. Completed original hard copy application/questionnaires must be returned to the Board of Equalization, Examination Section for manual processing. Only computerized Application/Questionnaire Form BTR 09/98 is considered a hard copy application/questionnaire. Do not submit a hard copy application/questionnaire to the State Personnel Board.

Internet Access: There are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. The State Personnel Board Service Center at 801 Capitol Mall, Sacramento, has Internet terminals that are available for public use. For more information contact the Service Center at (916) 653-1705.

If you are not familiar with the Internet, you may have a friend or family member assist you. You may take the examination on the Internet by connecting to:

http://www.spb.ca.gov/employment/exam_start.htm

and follow the on-line instructions. Please note that the Internet system will be unavailable on Tuesdays between 7:30 a.m. and 1:00 p.m., Pacific Standard Time, in order to process results. Do not take or begin the examination on the Internet during this time, as your record will not be processed. If you begin the examination before 7:30 a.m. be sure to allow sufficient time to complete the examination. It takes approximately 1 to 1 1/2 hours to complete the examination on the Internet.

We recommend that you review a hard copy of the examination prior to taking the test. The entire examination is available in text format on the Internet. You may print the examination and review it prior to taking the examination.

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HOW TO APPLY
(Continued)

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE BUSINESS TAXES REPRESENTATIVE EXAMINATION IS CONTAINED IN THE EXAMINATION ON THE INTERNET, OR MAY BE OBTAINED BY CALLING (916) 322-0823.

SALARY RANGES

Range A: \$2902 – 3200
Range B: \$2994 – 3465
Range C: \$3589 – 4363

Range A: This range shall apply to individuals who do not meet the criteria for payment in Range B or Range C.

Range B: This range shall apply to individuals who have successfully completed either:

1. Six months in California state service in the class of Business Taxes Representative, Range A;
or
2. At least four college-level courses, given by an approved collegiate-grade residence institution, which includes the equivalent to completion of: (1) two courses in elementary and/or intermediate accounting; (2) one course in either business or commercial law; and (3) one course in either economics, business mathematics, or English; one year of experience performing tax compliance duties in another governmental entity.

Range C: This range shall apply to individuals who have successfully completed either:

1. One year of experience in California state service in a class with a level of responsibility equivalent to Business Taxes Representative, Range B; **or**
2. At least four college-level courses, given by an approved collegiate-grade residence institution, which includes the equivalent to completion of: (1) two courses in elementary and/or intermediate accounting; (2) one course in either business or commercial law; and (3) one course in either economics, business mathematics, or English; **and** three years of experience performing tax law compliance and tax collection duties.

**SPECIAL TESTING
ARRANGEMENTS**

If you are disabled and require special testing arrangements, contact the State Personnel Board, Examination Services at (916) 653-1502, TTY (916) 654-6336.

**COMPETITION
RESTRICTIONS**

Competitors who are eliminated for not meeting the entrance requirements as stated on the examination bulletin, (e.g. required course work) may reapply when the entrance requirements are met.

Unsuccessful competitors who do not attain a minimum rating of 70% must wait at least six months from the date of disqualification before reapplying.

Successful competitors establish eligibility for 12 months and are restricted from re-competing during this 12-month eligibility period.

**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination at the time the application is filed.

Experience applicable to one of the following patterns may be combined, on a proportional basis, with experience applicable to another pattern to meet the total experience requirement.

Education: Completion of at least four college-level courses, given by an approved collegiate-grade residence institution, which includes the equivalent to completion of: (1) two professional level courses in elementary and/or intermediate accounting; (2) one course in either business or commercial law; and (3) one course in either economics, business mathematics, or English. Evidence of successful completion of the prescribed courses must be produced before being considered eligible for appointment; **and**

Either I

Experience: Six months of experience in California state service in the class of either Management Service Technician, Range B, or Program Technician III performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the Board of Equalization (Program Technician III was renamed Tax Technician III at the Board of Equalization), or performing Medi-Cal overpayment recovery duties at the Department of Health Services.

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**REQUIREMENTS FOR
ADMITTANCE
TO THE EXAMINATION
(Continued)**

Or II

Experience: One year of experience in California state service in the class of Program Technician II performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the Board of Equalization (Program Technician II was renamed Tax Technician II at the Board of Equalization), or performing Medi-Cal overpayment recovery duties at the Department of Health Services.

Or III

Experience: One year of experience in one or a combination of the following:

1. As the owner or manager of a business performing management activities in the marketing, distribution, or sale of merchandise, which requires broad public or customer contact; **or**
2. As a credit manager, loan officer, or field collector performing duties with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; **or**
3. Performing tax compliance duties in another governmental entity.

(Experience in California state service applied toward this pattern must include six months at a level equivalent to the Management Services Technician, Range B, Program Technician III, or one year at a level equivalent to the Program Technician II.) **and**

Education: Equivalent to completion of two years (60 semester or 90 quarter units) of college. (Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.) (Applicants who will complete the required education during the current quarter or semester will be admitted to the examination. Evidence of successful completion of the curriculum and the prescribed courses must be produced before being considered eligible for appointment.)

Or IV

Education: Equivalent to graduation from college (Registration as a senior student in a recognized institution will admit applicants to the examination. Evidence of successful completion of the curriculum and the prescribed courses must be produced before being considered eligible for appointment.)

NOTE: Applicants must show proof of a Bachelor's degree or above prior to appointment as a Business Taxes Representative. The requirement for "Equivalent to graduation from college" means at least a Bachelor's degree from an accredited college or a letter from the college or university stating the applicant has met all of the academic requirements for graduation.

Special Personal Characteristic(s) - Willingness to work long and irregular hours and in various locations throughout the State, and have keenness of observation, persistency, imagination and tact.

THE POSITION

The Business Taxes Representative is the recruiting/training and journey level in this series. Under close supervision, incumbents learn all phases of tax compliance, licensing, and law, rule and regulation administration; and perform all aspects of compliance and collection work, including collection, registration, revocation, and criminal investigation.

Positions exist statewide in California with the Board of Equalization.

Various positions may require the incumbent to be fingerprinted.

**EXAMINATION
INFORMATION**

INTERVIEWS WILL NOT BE HELD.

This examination will consist of an application/questionnaire, weighted 100%. Candidates who do not meet the minimum qualifications will not be placed on the resulting employment list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained on the application/questionnaire.

Application/Questionnaire -- 100.00%

All candidates will be required to complete an application/questionnaire. The questionnaire contains approximately 131 questions and is designed to elicit specific information regarding each candidate's education and experience relevant to the classification. The information on the application/questionnaire will be competitively assessed based on pre-determined rating criteria. All information you provide will be subject to verification.

The application/questionnaire measures the following areas, determined through a careful job analysis, to be important for success on the job.

Collection Skills

Verbal Communication Skills

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**EXAMINATION
INFORMATION
(Continued)**

Written Communication Skills
Interpersonal Skills
Analytical Skills
Numerical Skills
Personal Computer Skills
Life Experience
Preferences and Experience

Hiring interviews may also evaluate the following areas:

Knowledge of: Methods and problems of organization, administration, and management; commercial law, business practices, and financial record keeping.

Ability to: Apply the required knowledge; communicate effectively; interpret and apply provisions of the tax laws, rules and regulations administered by the Board of Equalization; analyze situations accurately and take effective action; use tact and good judgment in dealing with the public under stressful conditions.

**NOTIFICATION OF TEST
RESULTS**

If the examination is taken on the Internet, results can only be obtained on the Internet. Each Wednesday competitors may obtain their results by connecting to the Internet at the following address:
<https://forms.spb.ca.gov/btr/btrsrld.cfm>

Results are posted every Wednesday. If you do not have access to the Internet, you should contact your local library or the State Personnel Board Service Center at (916) 653-1705.

If the examination is completed using a hard copy application/questionnaire, results will be mailed to the candidate approximately 4-6 weeks after the end of the processing period.

**ELIGIBLE LIST
INFORMATION**

The eligible list will be used solely by the Board of Equalization. Names of successful candidates are merged into the list in order of final scores, regardless of date. Individual eligibility expires after 12 months.

The eligible list consists of a minimum of three ranks. All successful candidates are placed in one of three ranks; however, veterans' preference points can affect the final overall ranking.

Veterans' preference points will be added to the final score of all competitors who are successful in the examination and who qualify for, and have requested, these points. Due to law changes effective January 1, 1996, veterans' credit will not be awarded once a veteran achieves permanent civil service status.

This is an open examination. Career Credits do not apply.

QUESTIONS?

If you have questions concerning the Business Taxes Representative examination or the testing process, please contact the Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the Board of Equalization in writing at 450 N Street, MIC: 17, Sacramento, California, 95814.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this competitive examination. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Board of Equalization reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire within one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an Interview is conducted, in addition to the scope described in this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans' Preference: California law limits the granting of veterans' preference credits for entrance examinations. When credit is granted, it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application form that is available from the State Personnel Board, Veterans' Preference Coordinator, 801 Capitol Mall, Sacramento, CA 95814.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:
From TDD phones: **1-800-735-2929** From voice phones: **1-800-735-2922**